

**County of San Diego, Health and Human Services Agency (HHSa)  
Eligibility Policy and Procedures Guide**

**No Wrong Door and FRC Lobby Operations**

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**Revision Date:**

10/24/2016

**Background:**

To promote good customer service by allowing certain customer contacts or case actions to occur in any FRC the customer visits.

**Purpose:**

This document establishes policies for Family Resource Center (FRC) locations, lobby hours and lobby operations as well as the no wrong door policy. Document revised on 10/20/2016 to include specific protocol regarding Drop Box applications.

**Policy:**

Lobby hours of all FRC's are 7:00 am to 5:00 pm, Monday through Friday. Applications are accepted every day until close of business.

To view the list of FRC locations visit:

[http://www.sandiegocounty.gov/hhsa/programs/ssp/food\\_stamps/family\\_resource\\_centers.html](http://www.sandiegocounty.gov/hhsa/programs/ssp/food_stamps/family_resource_centers.html)

Each FRC shall provide the following:

- Application packets shall be available in the lobby
- A sign that states START HERE for customers
- Posting of signs to direct customer flow
- Each FRC must have a plan for monitoring lobby traffic
- Ensure that customers with scheduled appointments are seen in a timely manner
- Inform customers of the average wait time based on the reason for their visit (i.e. fingerprints, status reports, case inquiry, intake scheduling)

While San Diego has a No Wrong Door policy, cases are assigned electronically in accordance with the zip code of the customer's residence, unless the customer requests otherwise. To find the zip code and identify the appropriate FRC for the program of interest, visit Eligibility Essentials to view the current zip code list. To ensure timely processing, applications placed in the Drop Box where the customer is requesting Immediate Need or Expedited Services (CFES), the receiving FRC will app/reg and process the application regardless of zip code.

Staff will follow the procedures in the processing guide for this policy. Processing Guides can be located on the Eligibility Essentials site.

**References:**

Eligibility Essentials - <https://cwc.sdcounty.ca.gov/sites/Eligibility/SitePages/Home.aspx>

**Sunset Date:**

10/24/2019

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Rick Wanne, Director  
Eligibility Operations